INDEX TO *TECHNICAL COMMUNICATION*

Volume 47

A

ACM (Association for Computing Machinery), SIGDOC (Special Interest Group on Documentation), Feb. p. 15
ADDIE (analysis, design, development, implementation, and evaluation), Nov. p. 539
aerospace proposals, Feb. pp. 90–98
affective design, Nov. pp. 568–570, Nov. p. 576. *See also* information design
Albers, Michael J.
  Information Design: A Bibliography, May pp. 170–176
  Information Design: An Introduction to This Special Section, May pp. 161–162
Alexander and Tate heuristics, Aug. pp. 321–323
American (explicit culture) business letters, May p. 222
American Institutes for Research (AIR), May p. 165, May p. 178
animation, on Web sites, Aug. pp. 392–393, Aug. pp. 394–395
AntiOnline, May p. 270
applied research
  Communication Channels Used by Technical Writers Throughout the Documentation Process, Feb. pp. 35–50
  A Cross-cultural Comparison of the Use of Graphics in Scientific and Technical Communication, Nov. pp. 544–552
  Mutual Intercultural Perception: How Does It Affect Technical Communication? Some Data from China, the Netherlands, Germany, France, and Italy, May pp. 220–237
  Situated Learning in Cross-functional Virtual Teams, Feb. pp. 51–66
  A Study of the Effectiveness of Information Design Principles Applied to Clinical Research Questionnaires, May pp. 177–194
  Technical Writer/Subject-matter Expert Interaction: The Writer's Perspective, the Organizational Challenge, Nov. pp. 544–552
  Visuals for Speaking Presentations: An Analysis of the Presenter's Perspective of Audience as a Partner in Visual Design, Nov. pp. 469–495
applied theory
  Actual Readers Versus Implied Readers: Role Conflicts in Office 97, May pp. 238–240
  Characterizing Web Heuristics, Aug. pp. 311–326
  Examining the Relationship Between Quality Writing and Quality Reading, May pp. 195–204
  Guidelines for Authoring Comprehensible Web Pages and Evaluating Their Success, Aug. pp. 359–382
  Guidelines for Designing and Evaluating the Display of Information on the Web, Aug. pp. 383–396
  Guidelines for Designing Web Navigation, Aug. pp. 341–358
  Guidelines for Web Data Collection: Understanding and Interacting with Your Users, Aug. pp. 397–410
  Knowledge Management and Leadership Opportunities for Technical Communicators, Nov. pp. 496–514
  Knowledge Management and Pharmaceutical Development Teams: Using Writing to Guide Science, Feb. pp. 22–24
  Physical, Cognitive, and Affective: A Three-part Framework for Information Design
  The Rhetoric of Design: Implications for Corporate Intranets, May pp. 212–219
ASCIET: Combat ID to the Shooter, Nov. p. 494
ATTW (Association of Teachers of Technical Writing), Feb. p. 15
audience analysis. *See also* internationalization; readability
  demographics, Aug. p. 400, Nov. p. 502
  international considerations, Aug. pp. 374–376, Aug. p. 376
  intranet design considerations, May pp. 213–214
  myth, Aug. p. 293
  patterns of use, Aug. pp. 398–401, Aug. p. 408
  user interaction considerations, Aug. p. 406
  visual design considerations, Nov. pp. 496–514, Nov. p. 502
audience perception, May p. 222
audience research, Nov. p. 496
author persona, Aug. pp. 331–335, Aug. p. 338
authoring Web pages, guidelines, Aug. pp. 359–382
Avid Xpress Online Publications, Nov. p. 475
awards
  Frank R. Smith Outstanding Article Award, Aug. pp. 299–300
  STC 1999–2000 International Competitions: Best of Show and Distinguished Technical Communication Winners, Nov. pp. 469–495
Axis Travel Agency Accounting User's Guide, Nov. pp. 486–487

B

Ballistic Missile Defense Organization 1998 Technology Applications Report, Nov. p. 487
Barnett, Tom
  STC 1999–2000 International Competitions: Best of Show and Distinguished Technical Communication Winners, Nov. pp. 469–495
Baranich, Karen
  STC 1999–2000 International Competitions: Best of Show and Distinguished Technical Communication Winners, Nov. pp. 469–495
Barnum, Carol
  Communication in Cross-functional Teams: An Introduction to This Special Issue, Feb. pp. 19–21
Bentley College, information design approach, May p. 169
Bernhardt, Stephen A.

Knowledge Management and Pharmaceutical Development Teams: Using Writing to Guide Science, Feb. pp. 22–24
bibliographical essay
Revisiting Plain Language, May pp. 205–211
BlackICE intrusion detection system, May p. 270
body of knowledge, considerations, May pp. 151–153
Boling, Elizabeth
Knowledge Base Development: The Life Cycle of an Item in the Indiana University Knowledge Base, Nov. pp. 530–543
Bolte, Jonathan
Knowledge Base Development: The Life Cycle of an Item in the Indiana University Knowledge Base, Nov. pp. 530–543
book reviews
Advertising on the Internet (Robbin Zeff and Brad Aronson), Aug. pp. 422–423
Beyond Book Indexing: How to Get Started in Web Indexing, Embedded Indexing, and Other Computer-based Media (Marilyn Rowland and Diane Brenner), Nov. pp. 595–596
Collaborative Web Development: Strategies and Best Practices for Web Teams (Burdman, Jessica R.), Nov. pp. 597–598
The Columbia Guide to Online Style (Janice R. Walker and Todd Taylor), May p. 253
The Cultural Context in Business Communication (Susanne Niemeier, Charles P. Campbell, and René Dirven, eds.), Aug. pp. 413–415
Design Wise: A Guide for Evaluating the Interface Design of Information Resources (Alison J. Head), Aug. pp. 423–424
Designing Web-based Training: How to Teach Anyone Anything Anywhere Anytime (William K. Horton), Nov. pp. 587–590
Designing Web Usability (Jakob Nielsen), Aug. pp. 411–413
Editing for Writers (Lois Johnson Rew), Feb. pp. 102–103
Effective Web Design: Master the Essentials (Ann Navarro and Tabinda Khan), Feb. p. 110
Exploring the Rhetoric of International Professional Communication: An Agenda for Teachers and Researchers (Carl R. Lobitt, with Dixie Goswami, eds.), May pp. 249–250
Handbook of Writing for the Mathematical Sciences (Nicholas J. Higham), Nov. pp. 590–592
High-Tech Heretic (Clifford Stoll), Nov. p. 592
How to Write & Present Technical Information (Charles H. Sides), Nov. pp. 598–599
HTML 4 for the World Wide Web: Visual QuickStart Guide (Elizabeth Castro), May pp. 243–244
Information Appliances and Beyond: Interaction Design for Consumer Products (Eric Bergman), Nov. pp. 593–595
Information Architecture for the World Wide Web (Louis Rosenfeld and Peter Morville), Feb. pp. 104–106
Information Design (Robert Jacobson, ed.), May pp. 241–242
The Inmates Are Running the Asylum (Alan Cooper), Feb. pp. 106–107
The Java Programming Language (Ken Arnold and James Gosling), Aug. pp. 427–429
Language and Communication: Essential Concepts for User Interface and Documentation Design (Agnes Kukulska-Hulme), May pp. 247–248
Looking Good in Print (Roger C. Parker and Patrick Berry), Feb. pp. 100–102
Merriam-Webster's Concise Handbook for Writers (Mark A. Stevens and Jocelyn White Franklin, eds.), Nov. pp. 596–597
Merriam-Webster's Manual for Writers and Editors (Mark A. Stevens, ed.), Nov. pp. 596–597
Narrative and Professional Communication (Jane M. Perkins and Nancy Blyler, eds.), Aug. pp. 418–420
Nudist on the Late Shift: And Other True Tales of Silicon Valley (Po Bronson), Feb. pp. 112–114
On Book Design (Richard Hendel), Aug. pp. 420–422
Page to Screen: Taking Literacy into the Electronic Era (Ilana Snyder and Michael Joyce, eds.), Feb. pp. 103–104
Paul Renner: The Art of Typography (Christopher Burke), Feb. pp. 99–100
Poor Richard's Internet Marketing and Promotions: How to Promote Yourself, Your Business, and Your Ideas Online (Peter Kent and Tara Calishain), May pp. 251–253
Reader Feedback in Text Design: Validity of the Plus-Minus Method for the Pretesting of Public Information Brochures (Menno de Jong), May pp. 244–246
Rhetorical Bodies (Jack Selzer and Sharon Crowley, eds.), Aug. pp. 424–425
The Silicon Boys and Their Valley of Dreams (David A. Kaplan), Feb. pp. 110–111
Sin and Syntax: How to Craft Wickedly Effective Prose (Constance Hale), Aug. pp. 415–416
Starting an Indexing Business (Enid L. Zafran, ed.), Feb. p. 102
Strategies for Business and Technical Writing (Kevin J. Harty), Nov. pp. 592–593
Structuring XML Documents (David Megginson), May pp. 253–255
Successful Independent Consulting: Turn Your Career into a Consulting Business (Douglas Florzak), Aug. pp. 417–418
Technology and Scholarly Communication (Richard

Ekman and Richard E. Quandt, eds.), Nov. pp. 599–601
Web Pages That Suck: Learn Good Design by Looking at Bad Design (Vincent Flanders and Michael Willis), Feb. pp. 107–108
Words Fail Me: What Everyone Who Writes Should Know About Writing (Patricia T. O'Connor), May pp. 246–247
Writer's International Guide to Book Editors, Publishers, and Literary Agents (Jeff Herman), May pp. 250–251
The Writer's Legal Companion: The Complete Handbook for the Working Writer (Brad Bunnin with Peter Beren), Aug. pp. 425–427
XML Complete (Steven Holzner), Feb. p. 108
XML: Extensible Markup Language (Elliotte Rusty Harold), Feb. p. 109
XML for Dummies (Ed Tittel, Norbert Mikula, and Ramesh Channdak), Feb. p. 109
bottom-line impact, in communication products, Nov. p. 563
bottom-up knowledge base development, Nov. pp. 540–541
bottom-up model of reading, Aug. p. 360
Brown, J. P.
Knowledge Base Development: The Life Cycle of an Item in the Indiana University Knowledge Base, Nov. pp. 530–543
Bush, Don
background, Nov. p. 577
interview, Nov. pp. 578–580
business partners, challenges, Feb. pp. 96–97
business strategy
technical communication as, Feb. pp. 77–89

C

Cai, Weijia
Knowledge Base Development: The Life Cycle of an Item in the Indiana University Knowledge Base, Nov. pp. 530–543
"A Calming Influence," Nov. pp. 489–490
Campbell, Kim Sydow
Teamwork Requires Cooperation, Communication, Feb. pp. 15–16
Caricato, Josephine A.
Visuals for Speaking Presentations: An Analysis of the Presenter's Perspective of Audience as a Partner in Visual Design, Nov. pp. 496–514
Carliner, Saul
Physical, Cognitive, and Affective: A Three-part Framework for Information Design, Nov. pp. 561–576
case histories
Bridging Boundaries, Negotiating Differences: The Nature of Leadership in Cross-functional Proposal-writing Groups, Feb. pp. 90–99
Knowledge Base Development: The Life Cycle of an Item in the Indiana University Knowledge Base, Nov. pp. 530–543
Technical Communication as Business Strategy: How Changes in Discursive Patterns Affect the Value of Technical Communication in Cross-functional Team Settings, Feb. pp. 77–89
CERT (Computer Emergency Response Team), May p. 269
change management, Nov. p. 569
client service, Nov. p. 569
clinical research questionnaires, information design, May pp. 177–194
cognitive design, Nov. pp. 566–568, Nov. p. 573, Nov. p. 576. *See also* information design
collaboration technologies, Feb. pp. 122–125, Nov. pp. 608–611
collaborative writing process, Feb. p. 29, Nov. p. 525
communication. *See also* technical communication
techniques, May pp. 151–153
types of, Feb. pp. 58–63
Communications Design Center (CDC), May p. 165
Comprehensive Breast Cancer Program, May p. 179
Computer Graphics World, Nov. p. 484
computer security, May pp. 264–270
Coney, Mary B.
Role Playing on the Web: Guidelines for Designing and Evaluating Personas Online, Aug. pp. 327–340
conflict management, in cross-functional teams, Feb. p. 74
context-driven model of reading, Aug. p. 360
CORE documents, Feb. p. 28
corporate intranets, design, May pp. 212–219
CPTSC (Council for Programs in Technical and Scientific Communication), Feb. p. 15
creativity, bibliography, May pp. 172–173
Critchlow, Janice
Database-Enhanced Information Development: An Informal Case Study, Nov. pp. 608–611
critical thinking, bibliography, May pp. 172–173
cross-cultural communication, Nov. p. 569
cross-cultural comparison of the use of graphics, Nov. pp. 553–560
cross-functional collaboration, Nov. p. 525
cross-functional teams
communication in, Feb. pp. 19–21
discursive patterns and, Feb. pp. 77–89
leadership in proposal-writing groups, Feb. pp. 90–99
requirements, Feb. pp. 15–16
situated learning in, Feb. pp. 51–66
technical communicator's role in initiating, Feb. pp. 67–76
cultural capital, Feb. p. 78, Feb. p. 88
cultural issues
cross-cultural comparison of the use of graphics, Nov. pp. 553–560
improving cultural understanding,

Feb. p. 58
in technical communication, May pp. 220–221

D

DARHT: Dual-axis Radiographic Hydrodynamic Test Facility, Nov. pp. 476–477
database-supported information development, Aug. pp. 438–445, Nov. pp. 608–611
de Jong, Menno
Characterizing Web Heuristics, Aug. pp. 311–326
DESC Environmental Guide for Fuel Terminals, Nov. p. 491
The Digital Force, Nov. p. 479
The Digital Frog 2, Nov. pp. 469–470
discursive patterns, effect on the value of technical communication, Feb. pp. 77–89
displaying information on the Web, Aug. pp. 383–396
document design. *See also* information design; visual design
courses, Nov. pp. 572–573
issues, Nov. p. 566
limitations, Nov. pp. 562–563
document development process. *See also* information design; Web heuristics
collaborative writing process, Feb. p. 29, Nov. p. 525
communication channels used by technical writers, Feb. pp. 32–50
database-supported information development, Aug. pp. 438–445, Nov. pp. 608–611
in software development environments, Feb. pp. 67–76
methodology, Nov. pp. 467–468
myth, Aug. pp. 296–297
document-centered approaches, knowledge management, Nov. pp. 516–517, Nov. p. 520
drug development teams, Feb. pp. 22–34

E

economic value, of knowledge, Feb. p. 78
electronic performance support, Nov. p. 561
embedded user assistance, Nov. p. 561
Environment 1999, Nov. p. 479
Environmental Awareness—Restoring Redstone, Nov. p. 494
EPSON Stylus Pro 9000 Quick Reference Guide, Nov. pp. 477–478
ethics
in technical communication, Nov. p. 569
in visual design, Nov. p. 496, Nov. p. 510
ethnography
of cross-cultural writing groups, Feb. pp. 90–91
definition, Nov. p. 496
information architecture and, Feb. p. 86
evaluating Web pages, guidelines, Aug. pp. 359–382
explicit written communication strategy, May p. 222

F

face-to-face communication, Feb. pp. 60–61
Farkas, David K.
Guidelines for Designing Web Navigation, Aug. pp. 341–358
Farkas, Jean B.
Guidelines for Designing Web Navigation, Aug. pp. 341–358
feature-specific heuristics, Aug. p. 312
feedback-based usability, May pp. 177–194
Forel, David
STC 1999–2000 International Competitions: Best of Show and Distinguished Technical Communication Winners, Nov. pp. 469–495
forms, usability considerations, May pp. 177–194
Frank R. Smith Outstanding Article Award, Aug. pp. 299–300

G

genre-specific heuristics, Aug. p. 312
GeoCodes Basic Course, Nov. pp. 473–474
global virtual teams, Feb. p. 53
Golden Gate Bridge, case study, Feb. pp. 68–71
graphic design
bibliography, May p. 173
cross-cultural comparison, Nov. pp. 553–560
Gribbons, William
Academic Programs in Information Design: The Bentley College Approach, May p. 169
groupware, Feb. p. 123
GrowTrak PLUS User Guide, Nov. pp. 492–493

H

H. Lee Moffitt Cancer Center and Research Institute, May p. 179, May p. 180
hacking information, May p. 270
Happy Hacker, May p. 270
Hart, Geoff
Ten Technical Communication Myths, Aug. pp. 291–298
Hayhoe, George F.
The Process Approach and Our Profession, Nov. pp. 467–468
Teamwork Requires Cooperation, Communication, Feb. pp. 15–16
Useful Research Is No Myth, Aug. pp. 289–290
What Do Technical Communicators Need to Know?, May pp. 151–153
"Head and Neck Melanoma," Nov. pp. 491–492
heuristics. *See also* Web heuristics
definition, Aug. p. 301
in an R&D process, Aug. pp. 303–309
types of, Aug. p. 302
user-focused testing and, Aug. pp. 302–303
home page, links to, Aug. pp. 354–355
How to Connect and Set Up Your VR-3100/VR-3090/KRF-V9992D, Nov. p. 485
human performance technology, Nov. p. 563
human-computer interaction (HCI)

design, Aug. p. 319
hypertext theory, Aug. p. 341, Aug. pp. 346–347, Aug. p. 355

I

IBM Corporation
database-supported information development, Aug. p. 440
guidelines for designing easy-to-use Web sites, Aug. pp. 317–319
iceberg model of culture, May pp. 221–222
icons, on Web sites, Aug. p. 392, Aug. p. 394
illustrations, on Web sites, Aug. p. 394
implicit written communication strategy, May p. 222
indexes, for Web sites, Aug. pp. 353–354
Indiana University, knowledge base, Nov. pp. 530–543
infographics, bibliography, May pp. 173–174
information architects, role in cross-functional team setting, Feb. pp. 77–89
information design. *See also* document design; document development process; visual design; Web heuristics
Bentley College approach, May p. 169
bibliography, May pp. 170–176
building a sense of community, Aug. pp. 404–406
considerations, May pp. 161–162
credibility, Aug. pp. 373–374, Aug. pp. 377–378
definition, Nov. pp. 563–564
displaying information on the Web, Aug. pp. 383–396
European perspective, May pp. 167–168
for Web navigation, Aug. p. 341
framework for, Nov. pp. 561–576
information reuse challenges, Nov. p. 609
knowledge bases and, Nov. pp. 539–540
principles applied to clinical research questionnaires, May pp. 177–194
process, May pp. 163–166
quality checklists, Aug. pp. 321–323
information sharing, in cross-functional teams, Feb. p. 74
informational Web sites
creating, Aug. pp. 383–396
definition, Aug. pp. 303–304
design considerations, Aug. pp. 331–335
Instone, Keith
interface usability, Aug. p. 319
instructional design. *See also* information design
bibliography, May p. 174
development model, Nov. p. 539
instructional systems design (ISD) process, Nov. p. 574
INTECOM (International Council for Technical Communication), Feb. p. 15
integrated solutions, Feb. p. 123
interaction design, Nov. p. 561. *See also* information design
interactive Web sites, Aug. pp. 397–410
interactive-compensatory model of reading, Aug. p. 360
intercultural communication, May pp. 220–237
interface design
bibliography, May p. 174
myth, Aug. p. 294
revealing information structure, Aug. pp. 348–350
usability, Aug. p. 319
internationalization. *See also* audience analysis
audience considerations, Aug. pp. 374–376, Aug. p. 376
cross-cultural comparison of the use of graphics, Nov. pp. 553–560
information design, European perspective, May pp. 167–168
intercultural perceptions, May pp. 220–237
Internet
network security risks, May pp. 264–270
interviews, with STC exemplars, Nov. pp. 577–585
intranet design, May pp. 212–219
Introduction to Telecommunications Tax, Nov. p. 473
Intuit ProSeries Evaluation CD for 1998, Nov. p. 472
IPCC 99 Promotional Materials Design, Nov. p. 480
issue-focused documentation, Feb. p. 24
ISTE (Information SubTypes and Effects)
usability testing methods, May pp. 195–204

J

Jackson, Lisa Ann
The Rhetoric of Design: Implications for Corporate Intranets, May pp. 212–219
jargon, as means of communication, Feb. p. 81
Java Look and Feel Design Guidelines, Nov. pp. 482–483
job satisfaction
autonomy and, Feb. p. 95
Johari window model of perception, May p. 223
Jones, Chip
STC 1999–2000 International Competitions: Best of Show and Distinguished Technical Communication Winners, Nov. pp. 469–495

K

Kent-Drury
Bridging Boundaries, Negotiating Differences: The Nature of Leadership in Cross-functional Proposal-writing Groups, Feb. pp. 90–99
Khoo, Huoy Min
Situated Learning in Cross-functional Virtual Teams, Feb. pp. 51–66
knowledge base development, Nov. pp. 530–543
knowledge management
definition, Nov. p. 516–517
leadership opportunities for technical communicators, Nov. pp. 515–529

teams, Feb. pp. 22–24
knowledge organizations, Nov. pp. 519–521
knowledge-based design, May p. 169

L

Lake County Graphic Standards Manual, Nov. pp. 478–479, Nov. pp. 490–491
language
barriers, Feb. pp. 96–97
plain language movement, May pp. 205–211
theories, Feb. pp. 78–79
word choice considerations, Nov. p. 569
leadership
in proposal-writing groups, Feb. pp. 90–99
knowledge management opportunities for technical communicators, Nov. pp. 515–529
learning
situated in practice, Feb. pp. 61–63
"learning culture" in cross-functional teams, Feb. pp. 74–75
Lee, Martha F.
Technical Writer/Subject-matter Expert Interaction: The Writer's Perspective, the Organizational Challenge, Nov. pp. 544–552
legal issues, in technical communication, Nov. p. 569
linguistics, bibliography, May p. 175
link-to-link navigation, augmenting, Aug. pp. 352–355, Aug. p. 357
Lisberg, Beth Conney
Information Design: A Bibliography, May pp. 170–176
Logician Online Help, Nov. p. 471
London Bridge, case study, Feb. p. 71

M

Machine Door Exploded View, Nov. p. 477
macro/micro design, May p. 216
Mandziuk, Karen
The Technical Communicator's Role in Initiating Cross-functional Teams, Feb. pp. 67–76
Marchwinski, Theresa
The Technical Communicator's Role in Initiating Cross-functional Teams, Feb. pp. 67–76
Mazur, Beth
Revisiting Plain Language, May pp. 205–211
McCulley, George A.
Knowledge Management and Pharmaceutical Development Teams: Using Writing to Guide Science, Feb. pp. 22–24
McGee, Lynn
Communication Channels Used by Technical Writers Throughout the Documentation Process, Feb. pp. 32—50
media
used by technical writers, Feb. pp. 35–50
media richness theory (MRT), Feb. p. 37, Feb. p. 44, Feb. p. 46
meetings
for cross-functional teams, Feb. pp. 73–74
Mehlenbacher, Brad
Technical Writer/Subject-matter Expert Interaction: The Writer's Perspective, the Organizational Challenge, Nov. pp. 544–552
Microsoft Age of Empires II, Nov. pp. 480–481, Nov. p. 486
Microsoft Office 97, role conflicts in, May pp. 238–240
Microsoft Publisher 2000 Tutorial, Nov. p. 473
Microsoft-specific solutions, Feb. p. 124
minimalism
document design and, Nov. p. 563
for software documentation, May p. 196
myth, Aug. p. 293
The Monkey Wrench Conspiracy, Nov. p. 472
Moving the Cape Hatteras Light—An Animation, Nov. pp. 471–472

N

NAI (Network Associates, Inc.), May p. 269
NASA's Earth Observatory, Nov. pp. 475–476
National Engineering Week, Nov. p. 495
National Institute of Education (NIE), May p. 165
navigational structure
for corporate intranets, May p. 215
integrated with visual aids, May p. 212
link-to-link, Aug. pp. 352–355
Web heuristics, Aug. pp. 341–358
NCR DecisioNet™, Nov. pp. 472–473
NCR Self-checkout Express Tutor, Nov. p. 474
NCTE (National Council of Teachers of English), Feb. p. 15
negotiation
cultural considerations, May pp. 223–235
in technical communication, May pp. 220–221
leadership in proposal-writing groups, Feb. pp. 90–99
network security, May pp. 264–270
New Dimensions in Business Travel, Nov. pp. 488–489
new drug application (NDA), document development process, Feb. pp. 22–34
Nielsen, Jakob
interface usability, Aug. p. 319
non-integrated solutions, Feb. pp. 123–125
Norton Anti-virus, May p. 269
Norton, David W.
Technical Communication as Business Strategy: How Changes in Discursive Patterns Affect the Value of Technical Communication in Cross-functional Team Settings, Feb. pp. 77–89

O

Office 97, role conflicts in, May pp. 238–240
online information
compared to print information, Aug. p. 359
database-supported information development, Aug. pp. 438–445

design, May pp. 212–219
typography, Aug. pp. 292–293
online personas, Aug. pp. 327–340
organizational design, May pp. 212–219
orientation information, Aug. pp. 350–352, Aug. pp. 356–357
"Out of Juice," Nov. p. 490
Outstanding Article of 1999, Aug. p. 299

P

"Paper clip" in Office 97, May pp. 238–240
PCS (IEEE Professional Communication Society)
joint publication with STC, Feb. pp. 15–16
performance measurement, in cross-functional teams, Feb. p. 74
personal autonomy, Feb. p. 95
personas online, evaluating, Aug. pp. 327–340
pharmaceutical development teams, Feb. pp. 22–24
Photon microGUI: Widget Reference, Nov. p. 492
Photoshop Studio Secrets, Second Edition, Nov. pp. 485–486
Physics Division Progress Report, Nov. p. 484
pictures, on Web sites, Aug. p. 394
plain language movement, May pp. 205–211
Planning for Logician, Nov. p. 492
political impact, of technical communication, Nov. p. 569
Powers, Carolyn
Situated Learning in Cross-functional Virtual Teams, Feb. pp. 51–66
practitioners' heuristics, Aug. p. 313
presentations, visual design, Nov. pp. 496–514
print information
bibliography, May p. 175
compared to online information, Aug. p. 359
privacy of data on Web sites, Aug. p. 402
problem-solving approach, document design, Nov. p. 562
problem-solving behavior, ISTE approach to recording, May pp. 199–202
procedures, optimum number of steps, Aug. pp. 293–294
process approach, to technical communication, Nov. pp. 467–468
process maturity, Nov. p. 563
product autonomy, Feb. p. 95
product quality, Nov. p. 563
program managers
for cross-functional proposal writing teams, Feb. p. 92
proposal-writing groups, leadership, Feb. pp. 90–99
prototypes
advantages, Feb. p. 28
psychology, in visual design, Nov. p. 507

Q

quality. *See also* usability
information design considerations, May 195–204
questionnaires, clinical, May pp. 177–194

R

Ramey, Judith
Guidelines for Web Data Collection: Understanding and Interacting with Your Users, Aug. pp. 397–410
Ray, Deborah S. and Eric J.
Databased-Enhanced Information Development: An Informal Case Study, Nov. pp. 608–611
Matching Collaboration Technologies to Team Needs: Accommodating Document Management and Communication Goals, Feb. pp. 117–121
Network Security and Technical Communicators: Background, Risks, and Responsibilities, May pp. 264–270
Using Database-supported Information to Overcome Online Publishing Challenges, Aug. pp. 438–445
readability. *See also* audience analysis
of Web sites, Aug. pp. 388–392, Aug. p. 394
plain language formulas, May p. 208
reading models, Aug. pp. 360–361
Reaves, Rita
Recent and Relevant, Feb. pp. 117–121, May pp. 256–263, Aug. pp. 430–437, Nov. pp. 602–607
Redish, Janice C. (Ginny)
What Is Information Design, May pp. 163–166
research. *See* applied research
research-based heuristics, Aug. p. 313
RFPs (requests for proposals), Feb. pp. 90–98, Feb. pp. 92–93
rhetoric
cultural capital and, Feb. p. 88
implications, Feb. p. 86
of design for corporate intranets, May pp. 212–219
Robey, Daniel
Situated Learning in Cross-functional Virtual Teams, Feb. pp. 51–66
Roebling Suspension Bridge, case study, Feb. pp. 71–72
role playing, on the Web, Aug. pp. 327–340
Rosenbaum, Stephanie
background, Nov. p. 577
interview, Nov. pp. 580–582

S

satisficing behavior, May p. 177
schedule tracking, Feb. pp. 90–98
Schultz, Jessica R.
A Study of the Effectiveness of Information Design Principles Applied to Clinical Research Questionnaires, May pp. 177–194
Science & Technology Review, Nov. pp. 484–485
scientific communication, cross-cultural comparison of the use of graphics, Nov. pp. 553–560
screen captures, user reactions, May

pp. 197–199
search facilities, for Web sites, Aug. pp. 353–354
seed document
as initial stage of document development process, Feb. pp. 27–29
described, Feb. pp. 24–27
in a team environment, Feb. pp. 30–33
Sencer, Bob
background, Nov. p. 577
interview, Nov. pp. 582–584
server log data, Aug. pp. 401–402, Aug. pp. 407–408
Shroyer, Roberta
Actual Readers Versus Implied Readers: Role Conflicts in Office 97, May pp. 238–240
SIGDOC (Special Interest Group on Documentation), ACM (Association for Computing Machinery), Nov. p. 576
single-sourcing
information design, May p. 166
myth, Aug. p. 296
site maps, Aug. pp. 352–353
situated learning, Feb. pp. 51–66
Smart, Karl L.
Communication in Cross-functional Teams: An Introduction to This Special Issue, Feb. pp. 19–21
social impact, of technical communication, Nov. p. 569
social influence (SI) theory, Feb. pp. 37–38, Feb. p. 44, Feb. p. 46, Feb. p. 47
socio-emotional communication, Feb. p. 59
socio-organizational approaches, knowledge management, Nov. pp. 517–519, Nov. p. 520
software
analyzing Web statistics, Aug. pp. 399–400
tools, May pp. 152–153
upgrades, May p. 267
software development, document development process, Feb. pp. 67–76
software documentation, minimalism, May p. 196
Software Process-Maturity Model, Nov. p. 575
source-based design, May p. 214
Space Interferometry Mission—Taking the Measure of the Universe, Nov. pp. 483–484
Spyridakis, Jan H.
Developing Heuristics for Web Communication: An Introduction to This Special Issue, Aug. pp. 301–310
Guidelines for Authoring Comprehensible Web Pages and Evaluating Their Success, Aug. pp. 359–382
St.Amant, Kirk
Mutual Intercultural Perception: How Does It Affect Technical Communication? Some Data from China, the Netherlands, Germany, France, and Italy, May pp. 220–237
standards-based heuristics, Aug. p. 312
STC (Society for Technical Communication)
1999–2000 International Competitions: Best of Show and Distinguished Technical Communication Winners, Nov. pp. 469–495
interviews with exemplars, Nov. pp. 577–585
joint publication with IEEE Professional Communication Society, Feb. pp. 15–16
Special Interest Group on Information Design, May p. 163
Technical communication's editorial board, Nov. p. 468
Steehouder, Michaël
Role Playing on the Web: Guidelines for Designing and Evaluating Personas Online, Aug. pp. 327–340
strategic hierarchy, for cross-functional teams, Feb. p. 75
strategic language, Feb. pp. 80–81
Streamlines newsletter, Nov. p. 489
structured writing, Feb. pp. 22–34
subject-matter experts, interaction with technical writers, Nov. pp. 544–552
Sun Microsystems, database-supported information development, Aug. p. 440
SuperScan, May p. 270
surveys
communication channels used by technical writers, Feb. pp. 38–50
visual design, Nov. pp. 496–514

T

tactical language, Feb. pp. 80–81
task-oriented writing, Nov. pp. 562–563
task-related communication, Feb. pp. 58–59
Taylor, Conrad
Information Design: A European Perspective, May pp. 167–168
TCP/IP (Transmission Control Protocol/Internet Protocol), May pp. 266–267
teamwork, pharmaceutical development, Feb. pp. 22–24. *See also* cross-functional teams
technical communication. *See also* document design; information design; visual design; Web heuristics
as business strategy, Feb. pp. 77–89
body of knowledge, May pp. 151–153
cross-cultural comparison of the use of graphics, Nov. pp. 553–560
intercultural perceptions, May pp. 220–237
knowledge management opportunities, Nov. pp. 515–529
methodologies, Nov. pp. 569–570
myths, Aug. pp. 291–298, Nov. p. 569
network security risks, May pp. 264–270
process approach, Nov. pp. 467–468
teaching, Nov. pp. 572–574
theory development, Nov. p. 576
technical writers. *See also* document development process; information design; technical communication
career development, Nov. p. 575

collaborative writing process, Feb. p. 29, Nov. p. 525
communication channels throughout the documentation process, Feb. pp. 32—50
database-enhanced information development, Nov. pp. 608–611
organizational challenges, Nov. pp. 544–552
role in initiating cross-functional teams, Feb. pp. 67–76
subject-matter expert interaction, Nov. pp. 544–552
technology
change management, Nov. p. 569
collaboration technologies, Feb. pp. 122–125
database-enhanced information, Nov. pp. 608–611
in visual design, Nov. p. 496
matching to team needs, Feb. pp. 125–126
technology-centered approaches, knowledge management, Nov. p. 517, Nov. p. 520
text-driven model of reading, Aug. p. 360
The Medtronic-Physio Control LIFEPAK12 Defibrillator/Monitor Service Manual, Nov. pp. 474–475
theory. *See* applied theory
theory-based heuristics, Aug. pp. 312–313
top-down model of reading, Aug. p. 360
transfer of technology, Nov. p. 569
tutorials
The Technical Communicator's Role in Initiating Cross-functional Teams, Feb. pp. 67–76
typography
bibliography, May pp. 175–176
online information, Aug. pp. 292–293

U

Uliijn, Jan
Mutual Intercultural Perception: How Does It Affect Technical Communication? Some Data from China, the Netherlands, Germany, France, and Italy, May pp. 220–237
Unity System Administration Guide, Nov. p. 486
usability. *See also* quality
cross-cultural comparison of the use of graphics, Nov. pp. 553–560
"discount usability" study, Aug. p. 363
feedback-based, May pp. 177–194
IBM guidelines for designing easy-to-use Web sites, Aug. pp. 317–319
ISTE method, May pp. 195–204
myth, Aug. pp. 295–296
of heuristics, Aug. p. 308
relationship between quality writing and quality reading, May pp. 195–204
user informants, Aug. pp. 402–403, Aug. p. 408
user interaction, on Web sites, Aug. pp. 397–410
user personas, designing, Aug. pp. 335–336, Aug. p. 338
user support, design, May p. 169
user-centered design, Nov. p. 563
user-oriented design, May pp. 213–218

V

validation research, Aug. pp. 313–314
van der Geest, Thea
Characterizing Web Heuristics, Aug. pp. 311–326
Developing Heuristics for Web Communication: An Introduction to This Special Issue, Aug. pp. 301–310
van der Meij, Hans
Examining the Relationship Between Quality Writing and Quality Reading, May pp. 195–204
virtual teams, situated learning, Feb. pp. 51–66
Visio 2000 Standard Edition Online Help, Nov. pp. 470–471
visual design. *See also* document design; information design; Web heuristics
cross-cultural comparison of the use of graphics, Nov. pp. 553–560
for corporate intranets, May pp. 212–219
for presentations, Nov. pp. 496–514
visual thinking, bibliography, May p. 173

W

Wang Qiuye
A Cross-cultural Comparison of the Use of Graphics in Scientific and Technical Communication, Nov. pp. 553–560
War Forge, May p. 270
Washington Sea Grant Program, Nov. pp. 479–480
Watershed Action Grant Gallery, Nov. pp. 487–488
Web heuristics
authoring and evaluating Web pages, Aug. pp. 359–382
characterizing, Aug. pp. 311–326
data collection guidelines, Aug. pp. 383–396
designing and evaluating display of information on the Web, Aug. pp. 383–396
developing, Aug. pp. 301–310
navigational structure, Aug. pp. 341–358
online personas, Aug. pp. 327–340
White, Mike
background, Nov. pp. 577–578
interview, Nov. pp. 584–585
Wick, Corey
Knowledge Management and Leadership Opportunities for Technical Communicators, Nov. pp. 515–529
Wild Orchids of Texas, Nov. pp. 455, 481–482
With IBM Networking Your Business Can Be an e-business, Nov. pp. 487–488
Williams, Thomas R.
Guidelines for Designing and Evaluating the Display of

Information on the Web, Aug. pp. 383–396
word choice, Nov. p. 569
World Wide Web. *See also* Web heuristics
growth, Aug. p. 301
information design, May p. 166
writing style
for Web pages, Aug. p. 377
writing style, for Web pages, Aug. pp. 368–374. *See also* technical writers; Web heuristics
WYSIWIS ("what you see is what I see") tools, Feb. p. 30

Z

Zimmerman, Beverly B.
A Study of the Effectiveness of Information Design Principles Applied to Clinical Research Questionnaires, May pp. 177–194

Statement of Ownership, Management, and Circulation

Technical communication (ISSN 0049-3155) is published four times a year (quarterly) by the Society for Technical Communication, a nonprofit educational organization, as a service to its members. Of the $110 USD charged for annual dues per member, $15 USD is allocated for a subscription to *Technical communication.*

The mailing address of both the publication and the publisher is 901 North Stuart Street, Suite 904, Arlington, VA 22203-1822. The publisher is William C. Stolgitis; the editor is George F. Hayhoe. The owner of the publication is the Society for Technical Communication.

There were 21,835 copies of *Technical communication* published in the Third Quarter, 2000. The average number of copies of each issue published during the preceding 12 months was 22,008. There were no copies of paid and/or requested sales through dealers and carriers, street vendors, or counter sales of *Technical communication* in the Third Quarter, 2000 or in the preceding 12 months. The total paid and/or requested circulation of *Technical communication* in the Third Quarter, 2000 was 21,835. The average number of copies of each issue published during the preceding 12 months was 22,008. Seventy-five free copies of *Technical communication* were distributed by mail in the Third Quarter, 2000, and the average number of free copies distributed during the preceding 12 months was 75.

One hundred copies of *Technical communication* were not distributed in the Third Quarter, 2000 (office use, leftovers), and the average number of copies not distributed during the preceding twelve months (office use, leftovers) was 100. The percent paid/requested circulation in the Third Quarter, 2000, as well as the average percent paid and requested circulation in the preceding 12 months, was 99%.